

# Operational Improvement Initiatives

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**Aug. 17, 2010**

# Operational Improvements

- Rapid Response Team
- Agency Technical Empowerment
- PC Depot
- Expedited PC Replacement Shipping
- Work Request Process Re-design
- Work Request and Procurement Times
- Help Desk Re-design
- Storage Management
- Inventory and Billing Disputes
- Inventory

# Rapid Response Team

Agencies notified within 15 minutes of incident diagnosis

- Reduces time to resolve severity 1 and 2 incidents
- Focuses on incidents without clear resolution path or where multiple technical experts are needed
- Increases customer communication

More than 20 incidents since May

# Agency Technical Empowerment

- Administrative rights for agency IT staff to better support business needs
- Server process in production
- Similar process for desktops under review and pilot

## PC Depot

- Reduces repair time of PCs by having a replacement supply available
- Replacement in 24 hours in the metro Richmond, Hampton Roads, NoVA
- Other locations within 48 hours
- Depots began functioning June 15

# Expedited PC Shipping

- Ships replacement PCs on request for employees at remote locations, including homes
- Service offering in development

# Work Request Process Re-Design

- Ensures timely, effective solution proposals delivered to agencies
- Improvements made, being implemented to reduce backlog
- Defining 42 most frequently requested services as standard products for service catalog
- Piloting 10 standard forms and templates

# Work Request and Procurement Processing Times

- Establishes work request and procurement processing times to improve delivery and execution
- Time to deliver – From requirements completion until delivery of the work proposal to VITA
- Time to commence – From receipt of the notice to proceed to the day the project kick-off meeting is held
- Ordering time - From receipt of purchase orders in eVA to order placed by Northrop Grumman



# Help Desk Re-Design

- Changes in staffing models, procedures and quality assurance reviews
- Decrease misrouted tickets and re-work while improving the quality of the resolution
- QA staff reviewing calls and identify training, knowledge and skill set needs
- Promote self service option for users to reset passwords and make other service requests

# Storage Management

- Guidance and how to guidelines to better manage agency storage consumption
- Share technical information and answer storage questions in AITR meetings, webinars and working sessions
- CSLs and AOMs will provide more information as needed
- Document on VITA website >AITR Meetings >AITR Resources

# Inventory and Billing Disputes

- Improves accuracy of bills and inventory
- Process in place formalizes request, routing and resolution of billing disputes
- Additional Northrop Grumman staff trained in dispute resolution process to expedite resolution
- Agencies encouraged to use the IT corrections process to dispute inventory and inventory issues

# Inventory

- Reduce inventory errors and billing disputes
- Track inventory quantity errors identified by agencies through billing disputes
- Reduce repeat billing related errors
- New asset verification processes being implemented

